

# Important Child Support Information

Information you need if a court has ordered child support to be deducted from the noncustodial parent's income



Virginia Department  
of Social Services

## Important Child Support Information

### Information for Parents with Court Ordered Payroll Deduction Orders (PDO) to Deduct Child Support from Income

Virginia law requires the court to order child support payments collected by PDO to be sent to the Virginia Department of Social Services Division of Child Support Enforcement (DCSE) and then to be sent to the custodial parent. DCSE must have a copy of the PDO to send payments to the custodial parent.

DCSE also can provide other services\* if either parent submits an application for services to DCSE. Either parent or a guardian may apply for DCSE enforcement services. There is no charge for DCSE services. To get an application, call 1 (800) 468-8894 or visit the DCSE website at [www.dss.virginia.gov/family/dcse.html](http://www.dss.virginia.gov/family/dcse.html) and select "Forms and Applications." Without an application for services, DCSE can only receive and send payments. No other services will be provided.

Your child support order, PDO, and/or application can be faxed to (804) 692-1487 or mailed to:

DCSE Central Registry  
Virginia Department of Social Services  
7 N. Eighth St.  
Richmond, VA 23219

\* See "Child Support and You" for a list of other services.

### What Happens When DCSE Gets a Payroll Deduction Order?

Once DCSE receives a copy of the PDO or a court order directing payments to come through DCSE, a case will be set up for you in the DCSE computer system so that payments can be sent to you when they are received. A notice, including your DCSE case number, and an application packet will be sent to both the custodial parent (CP) and the noncustodial parent (NCP).



## How Can I Get Information About My Case?

- Automated payment information is available 24 hours a day, seven days a week. To obtain information about payments credited to your account, please call 1 (800) 468-8894. You also may get payment information on the DCSE Web site at [www.dss.virginia.gov/family/dcse.html](http://www.dss.virginia.gov/family/dcse.html) under “Your DCSE Case Information.” You must have your DCSE case number and the last four digits of your Social Security number to access your payment information by phone or on the Web site.
- DCSE will send you a record of payments received and credited to your account after receiving your request in writing. (Please write to the address listed on the back of this brochure. Please allow 10 business days to receive the requested information.)

## How Are Payments Processed?

DCSE processes payments according to federal and state requirements. This means:

- DCSE must have a copy of the PDO or the order for support that directs payments through DCSE to establish a child support case and disburse payments to a custodial parent.
- DCSE must divide payments received among all of a noncustodial parent’s child support cases.
- DCSE processes and disburses payments for established cases within two business days of receiving the payment if the payer’s Social Security number is on the payment.
- DCSE can deposit support payments directly into the payee’s bank account with proper advance authorization. To obtain a direct deposit application, call 1 (800) 468-8894 or visit the DCSE Web site at [www.dss.virginia.gov/family/dcse.html](http://www.dss.virginia.gov/family/dcse.html) and select “Forms and Applications.” Direct deposit is not available to recipients of Temporary Assistance for Needy Families (TANF).

## What Else Do I Need to Know?

- DCSE cannot initiate actions to collect support without an application for services. This means if a noncustodial parent changes jobs and DCSE does not have an application for services, only the court can send a new PDO to

the new employer. You must contact the court to make sure that happens.

- DCSE will update a mailing address if the request is submitted in writing. DCSE will provide a copy of the address change request to the court. It is important that you keep DCSE and the court informed of your current address.
- DCSE cannot determine how much child support is past due and can make only limited adjustments on cases for which an application has not been received.
- DCSE cannot close a case in which no application for services has been made without authorization from the court.
- DCSE cannot initiate a review of the obligation amount without an application for services if financial circumstances change.
- While the goal of DCSE is to provide the best possible services to all citizens, please be aware that without an application for services, DCSE is limited to processing payments only.
- If your case is terminated by the court and you continue to receive payments or if you receive payments you are not entitled to, you should contact the court immediately to request that your case be closed or updated with DCSE to avoid overpayments. Overpayments can result in a debt owed by you.

## **Does DCSE Collect Spousal Support?**

DCSE collects spousal support if there is child support owed and one of the parties has applied for DCSE services.

If your order is for spousal support only and the court has sent a PDO to an employer directing that the deductions be sent to DCSE, we will process those payments according to federal and state requirements, but cannot take any actions to enforce, change or stop the order.



### **Division of Child Support Enforcement Virginia Department of Social Services**

7 N. Eighth St., Richmond, VA 23219

1 (800) 468-8894 (toll free)

(804) 692-1487 (fax)

[www.dss.virginia.gov/family/dcse.html](http://www.dss.virginia.gov/family/dcse.html)

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